

G 04204A -06-0463

G 04204A -06-0013-

G 04204A -05-0831

ORIGINAL



0000065383

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57740

Date: 1/18/2007

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Scott Last: Finley

Account Name: Scott Finley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Unisource \*\* Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

01/18/07 Customer called to say that he is opposed to the rate increase request for Unisource. He said that he lives in Mohave County and that it is one of the poorest counties in Arizona and one of the poorest in the United States. The medium annual salary is \$12,000 per year and the monthly charge of \$7.00 is too much each month in addition to all the other charges ( taxes- acc fees, increase in PGA ). Why should the customer pay for the gas because they use less in the summer than winter. As representatives of the tax payers the Commissioners need to look at these types of details that are present in Mohave county.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

01/18/07 I explained that the complaint will be docketed and the Commissioners will have an opportunity to review prior to making a decision regarding the case. I thanked the customer for sharing his opinion. The customer wanted to speak to a Commissioner and during the transfer process he hung up.

\*End of Comments\*

Date Completed: 1/18/2007

Opinion No. 2007 - 57740

Arizona Corporation Commission

DOCKETED

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ARIZONA CORPORATION COMMISSION  
DOCUMENT CONTROL

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57748

Date: 1/18/2007

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Linda Last: Hook

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Unisource \*\* Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

### Nature of Complaint:

01/17/07 DOCKET NO. G-04204A-06-0463  
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Caller wished to express feelings about the proposed rate increase for SWG. She is a single person on a fixed income and feels she and others in the same situation will be unable to pay the high bills after any approved increase. She strongly urges the Commission to carefully consider any approvals.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

01/18/07

Caller was advised that her comments will be made a matter of public record and will be taken into consideration by the Commissioners before any decision is rendered on this matter. She was provided with my direct phone number for any questions she may have in the future and was thanked for the time taken to express her concerns on the matter.

\*End of Comments\*

Date Completed: 1/18/2007

Opinion No. 2007 - 57748